To: Docket Control

RE: EPCOR  Docket # W-01303A-19-0011

Please docket the attached 13 customer comments opposing the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Deborah Reagan
Phone: <<< REDACTED >>>
Opinion Date: 2/7/2019

Opinion Number: 2019 - 157643
Opinion Codes: Rate Case Items - Opposed
Closed Date: 2/8/2019 8:48 AM

First Name: Thomas
Last Name: Corpron
Account Name: Thomas Corpron

Address: <<< REDACTED >>>
City: Anthem
State: AZ
Zip Code: 85086

Cell: <<< REDACTED >>>
Email: <<< REDACTED >>>

Company: Epcor Water Arizona Inc.
Division: Water

Nature Of Opinion
Docket Number: WS-01303A-19-0011
Docket Position: Against

EPCOR is foreign base company. Their company has a CEO with a salary of $500,000 and options worth $6.1 million. They have not made a believable statement to the ratepayers they serve as to why this increase is necessary. They don't represent the best interests of the community or Arizona.

Investigation
Date: 2/8/2019
Analyst: Deborah Reagan
Submitted By: Telephone
Type: Investigation

Comments entered for the record and filed with Docket Control.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Deborah Reagan
Phone: <<< REDACTED >>>
Opinion Date: 2/7/2019

Opinion Number: 2019 - 157645
Opinion Codes: Rate Case Items - Opposed
Closed Date: 2/8/2019 9:25 AM

First Name: Jennifer
Last Name: Johnson
Account Name: Jennifer Johnson

Address: <<< REDACTED >>>
City: Anthem
State: AZ
Zip Code: 85086

Cell: <<< REDACTED >>>
Email: <<< REDACTED >>>

Company: Epcor Water Arizona Inc.
Division: Water

Nature Of Opinion

Docket Number: WS-01303A-19-0011
Docket Position: Against

I've lived in quite a few places and a drastic 36% increase in water rates is insane. Any utility increase should be minimal to the consumer similar to standard economical pay wage increases. People don't receive 36% increases in salary so how do you expect people to be able to afford such drastic increases in any of our utilities??? People need to be able to afford to live in their home and not be pushed out because of drastic increases in our necessities for living.

Investigation
Date: 2/8/2019
Analyst: Deborah Reagan
Submitted By: Telephone
Type: Investigation

Comments entered for the record and filed with Docket Control.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Deborah Reagan  Phone: <<< REDACTED >>>  Opinion Date: 2/7/2019
Opinion Number: 2019 - 157646
Opinion Codes: Rate Case Items - Opposed  Closed Date: 2/8/2019 9:27 AM

First Name: Christopher  Last Name: Ensign  Account Name: Christopher Ensign
Address: <<< REDACTED >>>
City: Anthem  State: AZ  Zip Code: 85086
Cell: <<< REDACTED >>>  Email: <<< REDACTED >>>
Company: Epcor Water Arizona Inc.  Division: Water

Nature Of Opinion

While I cannot quote the facts of this case, a 36% interim increase can only be described as "RATE SHOCK". Shame on EPCOR for believing this approaches any kind of fairness to the ratepayers of Anthem. I cannot believe the Commission could possibly agree this kind of increase is justified.

Investigation

Date: 2/8/2019  Analyst: Deborah Reagan  Submitted By: Telephone  Type: Investigation
Comments entered for the record and filed with Docket Control.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Deborah Reagan  Phone: <<< REDACTED >>>  Opinion Date: 2/7/2019
Opinion Number: 2019 - 157647
Opinion Codes: Rate Case Items - Opposed  Closed Date: 2/8/2019 9:28 AM

First Name: Darlene  Last Name: Burns  Account Name: Darlene Burns
Address: <<< REDACTED >>>
City: Anthem  State: AZ  Zip Code: 85086
Cell: <<< REDACTED >>>  Email: <<< REDACTED >>>

Company: Epcor Water Arizona Inc.  Division: Water

Nature Of Opinion


We simply cannot afford these increases. The State and counties have mismanaged our water by allowing new construction of homes and buildings everywhere, without first considering where all the water will come from. AZ is in a constant state of drought and AZ is the one state that needs to seriously consider water issues. Epcor wants us to pay for all increased building, favoring construction over AZ residents already here. If Epcor wants to provide water to all the new construction, let Epcor charge them, not us. We simply cannot afford more.

Investigation

Date: 2/8/2019  Analyst: Deborah Reagan
Submitted By: Telephone  Type: Investigation

Comments entered for the record and filed with Docket Control.
Arizona Corporation Commission  
Utilities Complaint Form

Investigator: Deborah Reagan  
Phone: <<< REDACTED >>>  
Opinion Date: 2/7/2019

Opinion Number: 2019 - 157650

Opinion Codes: Rate Case Items - Opposed

Closed Date: 2/8/2019 9:34 AM

First Name: Derrik  
Last Name: Easley

Account Name: Derrik Easley

Address: <<< REDACTED >>>

City: Anthem  
State: AZ

Zip Code: 85086

Company: Epcor Water Arizona Inc.  
Division: Water

Nature Of Opinion

Docket Number: WS-01303A-19-0011  
Docket Position: Against

I am against this hike. Epcor already charges an outrageous amount for water and has no customer service whatsoever. There needs to be another choice for anthem east side residents as I guarantee everybody would switch.

Investigation

Date:  
2/8/2019

Analyst:  
Deborah Reagan

Submitted By:  
Telephone

Type:  
Investigation

Comments entered for the record and filed with Docket Control.
First and foremost, let's all understand that this is a utility, a necessary commodity for life. This isn't some discretionary consumer product. Surely the Commissioners understand that an immediate 36% water rate increase isn't reasonable, much less in the best interest of the ratepayers. Look at the facts: one, this rather gargantuan hike is not necessary: look at EPCOR's ROR under the status quo. No way do they 'need' a 36% hike to continue to serve ratepayers, let alone make a profit. Two, I don't know of ANY other utility, that has ever been granted anywhere near this large of a hike. It would be unprecedented. And three, and really most importantly, this type of a massive all-at-once jump will surely cause a lasting, onerous financial burden for many Anthem residents and it will damage this community, there is no doubt about that. The Commissioners should not agree to give EPCOR such a huge increase, especially as an interim rate, while this situation is re-considered. It certainly isn't necessary, nor reasonable at this time, and it for sure will significantly negatively impact - not protect - the ratepayers.

Comments entered for the record and filed with Docket Control.
Arizona Corporation Commission
Utilities Complaint Form

**Investigator:** Deborah Reagan  
**Phone:** <<< REDACTED >>>  
**Opinion Date:** 2/7/2019

**Opinion Number:** 2019 - 157652  
**Opinion Codes:*** Rate Case Items - Opposed  
**Closed Date:** 2/8/2019 10:05 AM

**First Name:** Todd  
**Last Name:** Gotsch  
**Account Name:** Todd Gotsch

**Address:** <<< REDACTED >>>  
**City:** Anthem  
**State:** AZ  
**Zip Code:** 85086

**Company:** Epcor Water Arizona Inc.  
**Division:** Water

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**Nature Of Opinion**

EPCOR has excessively raised the water rates since they bought out Arizona American Water. Anthem continues to bear the brunt of these rate increases. While other communities in the water district are subsidized by Anthem rate payers. This is affecting our home values due to the exorbitant water rates.

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**Investigation**

**Date:** 2/8/2019  
**Analyst:** Deborah Reagan  
**Submitted By:** Telephone  
**Type:** Investigation

Comments entered for the record and filed with Docket Control.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Deborah Reagan Phone: <<< REDACTED >>> Opinion Date: 2/7/2019
Opinion Number: 2019 - 157653
Opinion Codes: Rate Case Items - Opposed Closed Date: 2/8/2019 10:06 AM

First Name: Jill Last Name: Hein Account Name: Jill Hein
Address: <<< REDACTED >>>
City: ANTHEM State: AZ Zip Code: 85086
Cell: <<< REDACTED >>> Email: <<< REDACTED >>>
Company: Epcor Water Arizona Inc. Division: Water

Nature Of Opinion


I am a resident living east of I-17 in Anthem. I fail to understand how a proposal to consolidate water rates has resulted in a new proposal to impose significant rate hikes for those of us already paying some of the highest rates. It is neither logical nor fair to charge different rates for different communities. Sun City residents argue that their rates should be lower because they are retired. Well, we have retired people too. And I can assure you that they have plenty of money. Job and income status should be irrelevant in this discussion. It should be simply usage. I must assume that the Judge is being unfairly influenced by Sun City. This an likely some attempt at social or economic equality. Anthem residents should not be expected to subsidize other communities. That is not right. I can only assume that there is corruption in this process. Perhaps there has been a payoff to ensure their rates remain low while raising even higher rates paid by those already paying more than their fair share. I oppose the Judge's recommendation of a 59% increase in Anthem's rates. We need a new UNBIASED review of this case.

Investigation

Date: Analyst: Submitted By: Type:
2/8/2019 Deborah Reagan Telephone Investigation

Comments entered for the record and filed with Docket Control.
An increase like this is insane. There is no other industry or product that would even be allowed to CONSIDER such a steep price increase. Our rates are already substantially higher than our neighbors on the other side of Anthem, and they think an increase of 36% is ok? After the ridiculous and deceiving plan changes that APS was allowed just 1 1/2 years ago, which was life changing enough for many Anthem residents, this will likely make many people have to move out of Anthem. People CANNOT just pay 36% more for anything just because a company wants to charge it. The already overpriced water that we have has already been found to contain too much of many harmful substances, and now we should have to pay more for bad water?!?! This is completely unacceptable and ridiculous. And I will NOT pay for an increase this substantial. They need to LOWER rates, not raise them, not even one cent!
The Anthem housing market is already suffering comparatively to the surrounding communities. A magnificent area developed with out-of-date building materials (windows, plumbing, insulation, and hardwares) was pushed through and sold out for homeowners to be forced to take on increases later and remodeling far sooner than needed for its age. Higher expenses and required updating already remove Anthem from most buyers searches, increases in the water fees will drive away more looking as well as those that currently call Anthem home. Water is a precious resource but does not follow the inflation curve. This increase is purely for profits and will hurt an already struggling community. I have the opportunity to hear this feedback from buyers, sellers, and homeowners on a daily basis due to my profession. These proposed increases will cause significant damage.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Deborah Reagan  Phone: <<< REDACTED >>>  Opinion Date: 2/7/2019
Opinion Number: 2019 - 157656
Opinion Codes: Rate Case Items - Opposed
Closed Date: 2/8/2019 10:19 AM

First Name: Vikki  Last Name: Davis  Account Name: Vikki Davis
Address: <<< REDACTED >>>
City: Anthem  State: AZ  Zip Code: 85086
Cell: <<< REDACTED >>>  Email: <<< REDACTED >>>

Company: Epcor Water Arizona Inc.  Division: Water

Nature Of Opinion

The drastic rate hike is unfair and unreasonable. My husband and I are opposed to this and request that the judge deny this rate hike and have EPCOR make some internal changes to its own finances and not gouge Anthem residents to make up for EPCOR's profit shortfalls.

Investigation

Date: 2/8/2019  Analyst: Deborah Reagan  Submitted By: Telephone  Type: Investigation
Comments entered for the record and filed with Docket Control.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Deborah Reagan  Phone: <<< REDACTED >>>  Opinion Date: 2/7/2019
Opinion Number: 2019 - 157657
Opinion Codes: Rate Case Items - Opposed  Closed Date: 2/8/2019 10:20 AM

First Name: Ryan  Last Name: Miller  Account Name: Ryan Miller
Address: <<< REDACTED >>>
City: Anthem  State: AZ  Zip Code: 85086
Work: <<< REDACTED >>>  Email: <<< REDACTED >>>

Company: Epcor Water Arizona Inc.  Division: Water

Nature Of Opinion

I understand money needs to be made but 36%?

Investigation

Date: 2/8/2019  Analyst: Deborah Reagan  Submitted By: Telephone  Type: Investigation

Comments entered for the record and filed with Docket Control.
Arizona Corporation Commission
Utilities Complaint Form

Investigator: Deborah Reagan
Phone: <<REDACTED>>>
Opinion Date: 2/7/2019

Opinion Number: 2019 - 157658

Opinion Codes: Rate Case Items - Opposed

Closed Date: 2/8/2019 10:23 AM

First Name: Jeanne

Last Name: Cannon

Account Name: Jeanne Cannon

Address: <<REDACTED>>>

City: Anthem

State: AZ

Zip Code: 85087

Cell: <<REDACTED>>>

Email: <<REDACTED>>>

Company: Epcor Water Arizona Inc.

Division: Water

Nature Of Opinion

Docket Number: WS-01303A-19-0011

Docket Position: Against

We in the Anthem pay some of the highest rates for Arizona's water in the state. We like many other people in Arizona live on a fixed income. Rpcor for many years has been going back to the commission and asking for higher rates and the commission has granted them time after time again. Why should we have to pay twice the price of Sun City per gallon of water. Many people have been forced out of anthem due to the rising cost of many of our services. It's time to say no to Epcor which is a nationally very large company and appearing to believe corporate greed is acceptable! When we Elected the new members of the board they promised to control this type of behavior. Let's see if their words result into actions!

Investigation

Date: 2/8/2019

Analyst: Deborah Reagan

Submitted By: Telephone

Type: Investigation

Comments entered for the record and filed with Docket Control.